

IOT Enterprise Shared Services - 2016

Who We Are:

A 19-member team that provides messaging and collaboration services.

Our Mission:

The ESS team is responsible for providing a highly available enterprise solution for shared services such as messaging, Active Directory authentication and related infrastructure, file services, Citrix, SharePoint, CRM and Oracle Application Services to State of IN users. These services provide the platform for productivity, communications and other collaborative efforts.

Department: 493014

Manager: Elaine Kan

What We Do:

Messaging Services

Provide an enterprise messaging solution for approximately 130 agencies using Microsoft Exchange. The messaging environment consists of multiple components such as anti-spam, encryption, archiving and data loss prevention. Design, implementation, management, disaster plan, data recovery and troubleshooting of the messaging environment are covered by the ESS team.

Active Directory Services

Manage the Active Directory (AD) domain services for the organization, which is the backbone for authentication and name resolution (DNS). Most enterprise applications rely on AD services for integrated authentication. The ESS team is responsible for design, management and troubleshooting of any Active Directory issues.

Mobile Management

Oversee enrolled mobile devices via Mobile Iron mobile device management (MDM) application. ESS is responsible for design, management and troubleshooting of the Mobile Iron environment.

Citrix

Manage remote virtual applications via Citrix for more than 4,000 state employees and contractors. ESS is responsible for design, management and troubleshooting of the Citrix environment.

Sharepoint/CRM

Provide Sharepoint and CRM collaboration products for 44 agencies both on premise and in the cloud. ESS is responsible for design, management and migration plans for the Sharepoint/CRM environment.

IIS Web Hosting

Provide a shared space for .NET & IIS (Internet Information Services) web hosting in a site-redundant highly available platform.

Oracle Application Services

Provide an Oracle Application Server (OAS) which offers an robust, highly available, secure and scalable application platform for development, integration and deployment of enterprise applications, portals and websites

Our Products:

1014	Email	1158	Instant Messaging	1192	IIS Web Hosting
1020	Citrix	1174	Shared CRM	1193	CRM Online
1023	FTP Services	1190	Sharepoint Online		
1025	Sharepoint	1191	Oracle App Hosting		

Our Tools:

vFire Ticket Management and SLA Measurement

Our Metrics: Mon-Fri 6am-6pm excluding state holidays

Resolve customer issues for Enterprise Shared Services within 2 IOT business days 90%+ G; 87%+ Y; <87% R

Our Customers:

Mail Services	~34,000 state employees and contractors
Citrix Services	~4,000 state employees and contractors
SharePoint/CRM	44 agencies
Oracle Application Services	7 agencies
Active Directory Domain Services	34,000 state employees and contractors

Our Budget:

\$1.2 million

Major Accomplishments:

- Designed and implemented new MS Exchange 2013 environment. Reduced storage and server hosting costs by a third.
- Migrated all state agencies to new Exchange 2013 environment by January 2015.
- Migrated 500TB+ from EMC Celerra device to ISILON over the course of a year to improve performance, scalability and cost.
- Implemented new Mobile Iron environment to take advantage of new features and services.
- Consolidated GCPD to take advantage of IOT services for better support and cost savings.
- Migrated multiple applications to Citrix (IN AIM, IRIS Case Management, SIMS) resulting in cost savings for the state
- Retired all DOR/INDOT Server 2003 Oracle Application servers resulting in cost savings, reliability and better performance.
- Implemented OBIEE solution within a virtual environment within the protected data zone.
- Upgraded agency application environments (DOR RPS, DOR MCS, INDOT MIP, IDEM) to OAS WCC 11G environments.
- Onboarded multiple agencies to Sharepoint Online, CRM Online and AdxStudio.
- Designed an enterprise SSO solution for Office 365, paving the way for further application integration.

Current Projects:

- Exchange Online project preparation
- Work with consultant to extract mail archives in preparation for Exchange Online project
- Migrate Exchange 2007 Public Folders in preparation for Exchange Online project
- Azure B2C project
- DOE Consolidation
- Upgrade AD Domain Controllers to 2012 R2
- Complete the NAS Celerra to ISILON migration
- Continue migrating remote Server 2003 file server migrations to the ISILON
- Upgrade Citrix environment to version 6.0
- Migrate and integrate UCM in the PDZ environment
- Continue to migrate agencies to Sharepoint/CRM online